

# TYLER RICHARDSON

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## Professional Summary

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IT Professional with over 12 years of experience in Help Desk and Tier 2 support, specializing in network administration, hardware diagnostics, and system maintenance. Proven track record of managing infrastructure for educational institutions, supporting over 1200 devices. Skilled in Windows, Linux, Android, and macOS environments, with a strong foundation in cybersecurity and cloud technologies (Azure, Intune). Passionate about technology and continuously expanding skills in programming and automation.

## Skills

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- **Operating Systems:** Windows Server 2008-2022, Windows 7/8/10/11, Linux (RHEL, CentOS, Debian), macOS, iOS, Android.
- **Networking:** Cisco Equipment, Network Diagnostics, DNS, DHCP, Active Directory, Group Policy.
- **Cloud & Virtualization:** Azure, Intune, Office 365, SharePoint, OneDrive, VMware (all distros), Hyper-V, Docker.
- **Tools & Security:** SCCM (Configuration Manager), Git, Metasploit, Penetration Testing, Local Security Policy.
- **Scripting & Automation:** Python, Bash, PowerShell, Ansible, Terraform, Next.js, SQL (MySQL).

## Experience

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**Tier 2 Technician** | Oak Ridge Schools, Oak Ridge, TN | *01/2022 – Present*

- Manage and maintain IT infrastructure for two elementary schools, supporting over 1200 devices including iPads, Smart TVs, Windows laptops, and printers.

- Troubleshoot complex networking issues and configurations to ensure seamless connectivity.
- Utilize ticketing systems and knowledge bases to document, manage, and escalate issues effectively.
- Provide advanced support for Windows OS in a learning environment.

### **Tier 1 Technician** | Oak Ridge Schools, Oak Ridge, TN | 01/2016 – 01/2022

- Managed and maintained over 750 student laptops, ensuring high availability for educational use.
- Troubleshot and resolved issues related to Windows operating systems and applications (Autodesk, Google Workspace, VMware, Gmetrix, Adobe Creative Cloud).
- Administered Active Directory and Local Group Policy for user and device management.

### **Support Desk** | JM Addington Technology Solutions, Lenoir City, TN | 01/2015 – 07/2016

- Provided remote management and support for various clients, monitoring patching and server health.
- Troubleshot networking, imaging, operating system, and application issues across Windows, Linux, and macOS platforms.
- Created and managed tickets in a web-based system, maintaining a detailed knowledge base of client configurations.

## **Education & Certifications**

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**B.S. Cybersecurity and Information Assurance** Western Governors University (WGU) | *Expected 2027*

### **Certifications**

- **CompTIA Security+** (2023)
- **CompTIA Network+** (2020)
- **CompTIA A+** (2017)
- **CompTIA PenTest+** (2024)
- **Microsoft Office Specialist** (Word, PowerPoint, Excel, Outlook) (2018)